Appendix A: Common Intake

This Appendix contains:

- **The Functional Decomposition which is an outline of the process and subprocess headings**
- **The Data Element Description x Function chart which lists and describes the data elements for each of the process subfunctions**
- **The Requirements Matrix which provides the business requirements and descriptions for this process**

California EOS
Common Intake
Functional Decomposition

Common Intake

Gather Applicant Information

Create or Collect Password/PIN
Collect Name
Collect SSN
Collect Complete Address
Collect Drivers License Info
Collect Phone Number/Message Number
Collect Preferred Method of Contact
Collect Electronic Mail
Collect Date of Birth
Collect Gender
Collect Literacy Level
Collect Ethnicity
Collect Citizenship
Collect Alien Clearance
Collect Language Preference
Ask Exploratory and Follow-up Veteran Question(s)
Ask Exploratory and Follow-up Disability Question(s)
Ask Exploratory and Follow-up Senior Question(s)
Ask Exploratory and Follow-up Unemployment Question(s)
Ask Exploratory and Follow-up Public Assistance Question(s)
Ask Exploratory and Follow-up Non-Mandatory Partner Questions

Select Eligible Services

Create Release Form

Produce List of Programs for Which the Applicant is Potentially Eligible

Report Intake Activities

Produce Applicant Reports
Produce Management Reports

Share Intake Information

Interface to Systems for Other One-Stop Programs

California EOS
Common Intake
Data Element Descriptions By Function

Function	Data Element	Description
I.A Gather Applicant Information	Password/PIN	A security code assigned to each applicant that allows the applicant to access his/her individual information, e.g., “mother’s maiden name”, Personal Identification Number, etc. The Password/PIN is created the first time an applicant enters information about himself/herself into the Common Intake System. The Password/PIN is used by the applicant to access to his/her individual information in the system.
	Name	The name of the applicant.
	SSN	The Social Security Number of the applicant.
	Complete Address	The current address of the applicant.
	Drivers License Information	The applicant’s drivers license number (if any).
	Phone Number/Message Number	The applicant’s telephone number and/or a number messages may be left for the applicant.
	Preferred Method of Contact	The method by which the applicant prefers to be contacted.
	Electronic Mail	The applicant’s electronic mail address (if any).

	Date of Birth	The applicant's date of birth.
	Gender	The applicant's gender.
	Literacy Level	The literacy level of the applicant. (This implies some kind of testing has been done, that may be why the work groups said educational level).
	Ethnicity	The applicant's ethnic origin.
	Citizenship	The applicant's citizenship status in the United States.
	Alien Clearance	The status of the applicant's ability to work in the United States if he/she is not a citizen.
	Language Preference	The applicant's preferred language (i.e., English, Spanish) and/or mode of language (i.e., written, spoken, sign, Braille).
	Exploratory and Follow-up Veteran Question(s)	Minimal exploratory questions(s) used to determine whether or not to ask the applicant additional veteran related questions. The applicant's responses will help determine whether he/she is potentially eligible for veteran services. The appropriate program operator(s) should design the exploratory and follow-up questions.
	Exploratory and Follow-up Disability Question(s)	Minimal exploratory questions(s) used to determine whether or not to ask the applicant additional disability related questions. The applicant's responses will help determine whether he/she is potentially eligible for services for individuals with

		disabilities. The appropriate program operator(s) should design the exploratory and follow-up questions.
	Exploratory and Follow-up Senior Question(s)	Minimal exploratory questions(s) used to determine whether or not to ask the applicant additional senior related questions. The applicant's responses will help determine whether he/she is potentially eligible for senior services. The appropriate program operator(s) should design the exploratory and follow-up questions.
	Exploratory and Follow-up Unemployment Question(s)	Minimal exploratory questions(s) used to determine whether or not to ask the applicant additional unemployment related questions. The applicant's responses will help determine whether he/she is potentially eligible for unemployment benefits. The appropriate program operator(s) should design the exploratory and follow-up questions.
	Exploratory and Follow-up Public Assistance Question(s)	Minimal exploratory questions(s) used to determine whether or not to ask the applicant additional public assistance related questions. The applicant's responses will help determine whether he/she is potentially eligible for public assistance. The appropriate program operator(s) should design the exploratory and follow-up questions.
	Exploratory and Follow-up Non-mandatory Partner Question(s)	Minimal exploratory questions(s) used to determine whether or not to ask the applicant additional non-mandatory program related questions. The applicant's responses will help determine whether he/she is potentially eligible for non-mandatory

		program services. The appropriate program operator(s) should design the exploratory and follow-up questions.
I.B Select Eligible Services		
	Release Form	A release form that applicants can create on-line. The form permits applicant information to be shared among the One-Stop partners and centers.
	List of Programs for which the Applicant is Potentially Eligible.	Based on common intake data elements and the responses to the exploratory and follow-up questions, the system will compile a listing of programs for which the applicant is potentially eligible. The applicant will use this list to identify the services/programs he/she wishes to pursue.
I.C Report Intake Activities		
	Applicant Reports	Reports that the applicant can print from the Common Intake system, including: · Applicant Information Summary · Summary of Services for which the applicant may be eligible. · Partner Addresses and Phone Numbers for Services Referred

		· Applicant Release Form
	Management Reports	Reports that center staff can print, including: · Usage Summary · Services Referred Summary · Comments/Feedback Summary · Ad hoc Reports
I.D Share Intake Information		
	Interface to Systems for Other One-Stop Programs.	The ability to share Common Intake data between the Common Intake system and the systems of the service providers engaged in delivering services to the individual.

Electronic One-Stop
Common Intake
Functional Requirements

M = Mandatory Functionality
D = Desirable Functionality

Req #	System Module	Type	Description
I.A.1	Common Intake	M	The application must support self-service by having the capability for each applicant to create his/her own Password/PIN for accessing the system.
I.A.2	Common Intake	M	The application must allow information access only to individuals with a valid Password/PIN (which is assigned to a specific applicant's information) and to One-Stop staff members with authorized security access.
I.A.3	Common Intake	M	The application must be capable of gathering the following minimum common intake data elements: name, SSN, complete address, phone number/message number, preferred method of contact, e-mail address (optional), date of birth, gender, literacy level, ethnicity, citizenship, alien clearance, and language preference.
I.A.4	Common Intake	D	The application should be capable of gathering client driver's license information.
I.A.5	Common Intake	M	The application must be capable of supporting local customization of common intake data elements. If common intake information is locally customized, the application must be capable of gathering the locally defined data elements.
I.A.6	Common Intake	M	The application must ask "exploratory" questions in order to dynamically adjust intake forms; avoiding unnecessary information gathering. These exploratory questions must be developed by appropriate program operators.
I.A.7	Common Intake	M	The application must offer the applicant a list and description of services for

			which he/she may be eligible based on the common intake information.
I.A.8	Common Intake	M	The application must offer the applicant a summary view to validate his/her data before exiting the system
I.A.9	Common Intake	M	The system must give the applicant the ability to create a release form on-line
I.A.10	Common Intake	M	The system must have the capability to electronically make information available to partners offering services for which the applicant may be eligible based on the responses to the Exploratory Questions.
I.A.11	Common Intake	M	The system must have the ability to print reports in the appropriate form for the applicant, including: ♦ Applicant Information Summary ♦ Summary of services for which the applicant may be eligible. ♦ Partner Addresses and Phone Numbers for Services Referred ♦ Applicant Release Form
I.A.12	Common Intake	M	The system must have the ability to print reports for EOS administrators, including: · Usage Summary · Services Referred Summary · Comments/Feedback Summary · Ad hoc Reports
I.A.13	Common Intake	M	The system must have the capability to send reports via electronic mail on the Internet or Intranet, and via direct fax

I.A.14	Common Intake	M	The system must have the capability to allow One-Stop staff to scan, store, and share data
I.A.15	Common Intake	D	The system should have the capability to allow One-Stop staff to scan, store, and share images of applicant certification documents. This requirement could become mandatory if the programs requirements for inspection of actual, hard-copy certification documents is waived or lifted, and the use of electronic images becomes acceptable.

Appendix B: Case Management

This Appendix contains:

- **The Functional Decomposition which is an outline of the process and subprocess headings**
- **The Data Element Description x Function chart which lists and describes the data elements for each of the process subfunctions**
- **The Requirements Matrix which provides the business requirements and descriptions for this process**

Functional Decomposition

Case Management

Create and Assign Service Plan

Create Service Plan
Assign Service Plan Monitor
Refer Services
Update Service Plan

Schedule Appointment

Maintain Intake / Duty Schedule
Schedule Service Coordinator Appointments
Schedule Meeting / Training Room and/or Equipment

Maintain Service Plan

Update Service Plan Status
Update Employment Activities
Update Training Activities
Update Follow-up Activities
Update Employment Retention Activities
Update Support Activities

Report Case Management Activities

Generate One-Stop Reports

Share Information Among One-Stop Systems

California One-Stop
Case Management
Data Element Description By Function

Function		Data Elements	Description
III.A Create and Assign Service Plan			
	III.A.1 Create Service Plan	1. Common Intake Information 2. Creation Date 3. Service Plan Number	1. Initial Intake and Self Assessment information provided by the job, education and/or training seeker. 2. Date Service Plan is created 3. Unique Identifier assigned to the Service Plan
	III.A.2 Assign Service Plan Monitor (if assigned)	4. Individual Service Plan 5. Service Plan Monitor's Name 6. Service Plan Number 7. Date Assigned	4. Service Plan for job, education, and/or training seeker 5. One-Stop Center staff that is assigned to monitor and/or service the job, education, and/or training seeker's Service Plan 6. Unique Identifier assigned to the Service Plan 7. Date Service Plan is assigned to Monitor
	III.A.3 Refer Services	8. Individual Service Plan 9. Referral Information 10. Referral Type 11. Referral Date 12. Referral Name	8. Service Plan for job, education, and/or training seeker 9. Information about programs, providers, and services to which a job, education, and/or training seeker is being referred. Services referred to may include training, job seeking assistance, or other support services. 10. Type of service to which the job, education, and/or training seeker is being referred 11. Date an individual job, education, and training seeker was referred to services identified in the Service Plan 12. Name of One-Stop Center staff that referred the individual to a service.
	III.A.4 Update Service Plan	13. Individual Service Plan 14. Update staff's name 15. Update Date	13. Service Plan for job, education, and/or training seeker 14. Name of One-Stop Center staff who updated the job, education, and/or training seeker's Service Plan

		16. New Service Plan information	15. Date Service Plan was updated 16. New Information (i.e., referral information about programs, providers, and services) that is added to a job, education, and/or training seeker's Service Plan.
III.B Schedule Appointment			
	III.B.1 Maintain Intake/Duty Schedule	17. One-Stop Staff Name 18. One-Stop Group Name 19. Authorized One-Stop Staff 20. Appointment Name 21. Planned Activities 22. Appointment Date 23. Appointment Time 24. Appointment Location	17. Name of an individual One-Stop Center staff member to whom the schedule belongs 18. The individual One-Stop Center staff's Group name (e.g., JTPA, JS, Rehab, etc.) 19. Name of One-Stop center staff that are authorized to make changes to the intake/duty schedules 20. Name of a job, education, and/or training seeker, or other individuals or groups with whom the individual One-Stop staff member has an appointment 21. Activities or duties which an individual One-Stop Center staff member has scheduled making him/her unavailable for an appointment, meeting, or other scheduled activity 22. Date of an appointment, meeting, or other scheduled activity for which the individual One-Stop Center staff member has been scheduled 23. Time of an appointment, meeting, or other scheduled activity for which the individual One-Stop Center staff member has been scheduled 24. Location (such as city, address, facility, and/or room) where an appointment, meeting, or other scheduled activity will take place
	III.B.2 Schedule Service Coordinator Appointments	25. One-Stop Staff Name 26. One-Stop Group Name 27. Authorized One-Stop Staff 28. Appointment Name 29. Planned Activities 30. Appointment Date	25. Name of an individual One-Stop Center staff member to whom the schedule belongs 26. The individual One-Stop Center staff's Group name (e.g., JTPA, JS, Rehab, etc.) 27. Name of One-Stop center staff that scheduled the appointment, meeting, or other activity 28. Name of a job, education, and/or training seeker, or

		31. Appointment Time 32. Appointment Location	other individuals or groups with whom the individual One-Stop staff member has an appointment 29. Activities or duties which an individual One-Stop Center staff member has scheduled making him/her unavailable for an appointment, meeting, or other scheduled activity 30. Date of an appointment, meeting, or other scheduled activity for which the individual One-Stop Center staff member has been scheduled 31. Time of an appointment, meeting, or other scheduled activity for which the individual One-Stop Center staff member has been scheduled 32. Location (such as city, address, facility, and/or room) where an appointment, meeting, or other scheduled activity will take place
	III.B.3 Schedule Meeting/Training Room/Equipment	33. Resource Name 34. One-Stop Group Name 35. Authorized One-Stop Staff 36. Contact Name 37. Contact Phone 38. Purpose 39. Reserved Date 40. Reserved Time	33. Unique Identifier of the One-Stop Center resource being scheduled and/or reserved (e.g., a training room number, a number assigned to an individual piece of Center equipment, etc.) 34. The individual Group name of the partner that to which the resource belongs (e.g., JTPA, JS, Rehab, etc.) 35. Name of One-Stop center staff that scheduled/reserved the meeting/training room or other One-Stop center resource 36. Name of the One-Stop Center staff member that will be using the scheduled room and/or equipment 37. Phone number of the Contact person. 38. Purpose for which the room and/or resource is being reserved (e.g., subject of meeting, etc.) 39. Date room and/or resource is reserved 40. Time room and/or resource is reserved
III.C Maintain			

Service Plan			
	III.C.1 Update Service Plan Status	41. Service Plan Information 42. Service Plan Status type 43. Update date 44. Update Name	41. All information contained in opening and maintaining a Service Plan 42. Current status of Service Plan including: Active = Services are being provided Inactive = Services are not currently being provided Pending = Eligibility is being determined Closed = Not eligible OR Service Plan has been completed OR Inactive for greater than six months. 43. Date Service Plan was updated 44. Name of One-Stop Center staff that updated the Service Plan
	III.C.2 Update Employment Activities	45. Service Plan Information 46. Employment Outcome 47. Date Employed 48. Update Name 49. Notes/Comments	45. All information contained in opening and maintaining Service Plan 46. Outcome types include “employed” or the field is just left blank 47. Date of employment 48. Name of One-Stop staff who updated employment activities 49. A free-form field for capturing notes that do not fit a particular pattern.
	III.C.3 Update Training Activities	50. Service Plan Information 51. Training Events 52. Training Outcomes 53. Update date 54. Update Name 55. Notes/Comments	50. All information contained in opening and maintaining a Service Plan 51. Job, education, and/or training seeker training events, including referral, inactivated, enrollment (yes or no), financial aid received, and/or completion of training 52. Outcomes for training programs where outcomes are required, such as certificates, license, degree, non-compliance (based on progress statements). 53. Date training activities were updated 54. Name of One-Stop center staff who updated training

			activities 55. A free-form field for capturing notes that do not fit a particular pattern.
	III.C.4 Update Follow-up Activities	56. Service Plan Information 57. Job Status 58. Follow-up Date 59. Follow-up Name 60. Notes/Comments	56. All information contained in opening and maintaining a Service Plan 57. job, education, and/or training seeker Job Follow-up Status types: employed, unemployed, at risk of unemployment, temporarily unemployed, time base change 58. Date follow-up occurred. 59. Name of One-Stop center staff who update Job Follow-up 60. A free-form field for capturing notes that do not fit a particular pattern.
	III.C.5 Update Employment Retention Activities	61. Service Plan Information 62. Retention Barriers 63. Employer Information 64. Update Name 65. Update Date 66. Notes/Comments	61. All information contained in opening and maintaining a Service Plan 62. job, education, and/or training seeker Retention Barriers which may discourage maintaining current job: child care issues, transportation, substance abuse, bad attitude, skill level 63. job, education, and/or training seeker Employer Information used to contact and discuss retention issues: Name, contact number, etc, that the Worknet Representative would use to communicate with employer about retaining the job, education, and/or training seeker. 64. Name of One-Stop center staff that updated Employment Retention Activities 65. Date Employment Retention Activities was updated 66. A free-form field for capturing notes that do not fit a particular pattern.
	III.C.6 Update	67. Service Plan	67. All information contained in opening and maintaining

	Support Activities	Information 68. Support Events 69. Update Name 70. Update Date 71. Notes/Comments	a Service Plan 68. Support events that need recording, including: “did not show”, “ineligible for services”, “eligible for services” , provider name”, and outcome of providing support. 69. Name of One-Stop center staff who updated Support Activities 70. Date Support Activities was updated 71. A free-form field for capturing notes that do not fit a particular pattern.
III.D Report Case Management Activities			
	III.D.1 Generate One-Stop Reports	72. Common Intake Information 73. Service Plan Information 74. One-Stop Report Information 75. Report Parameters 76. Generate Name 77. Generate Date	72. Initial Intake and Self Assessment information provided by job, education, and/or training seeker 73. All information contained in opening and maintaining a Service Plan 74. Flexible reporting tool to craft appropriate local reports based on data available in the local One-Stop system, including report types such as “referrals by service”, “referrals by agency/provider”, “electronic contacts”, “clients by geographic area”. 75. Information such as dates and locations for which reports will be created, e.g., report generated for location x for dates May-June, 1997. 76. Worknet Representative name who generated reports 77. Date One-Stop Reports were generated
III.E Share Information Among			

Systems/Partners			

California One-Stop
Service Plan
Requirements Matrix

M = Mandated Requirement
D = Desirable Requirement

Req #	System Module	Type	Requirement Description
III	**Manage Service Referral**	M	
III.A.	**Create and Assign Service Plan**	M	The system must be able to create a preliminary Service Plan based on Common Intake information, make Service Plan available to identified One Stop program(s), and update Service Plan information, as necessary.
III.A.1	Create Service Plan	M	The system must be able to create a Service Plan on the Case Management database, based on Common Intake information.
III.A.2	Assign Service Plan Monitor	M	The system must be able to assign a Service Plan Monitor to guide the job, education, and/or training seeker though remaining processes. This role is responsible for updating Service Plan, Referring job, education, and/or training seeker to programs, and tracking job, education, and/or training seeker through case management process.
III.A.3	Refer Services	M	The system must be capable of recording referrals of job, education, and/or training seekers to appropriate service provider(s) found in the Service Plan. The system must be capable of documenting appointments. Service provider may be a categorical program or a Community Based Organization or non-One Stop agency. This may happen by the job, education, and/or training seeker referring him/herself to programs or by an identified “lead agency” who then refers job, education, and/or training seeker to other programs

III.A.4	Update Service Plan	M	The system must be capable of updating Service Plans based on further client input. This may include adding or subtracting programs for job, education, and/or training seeker to contact. Depending on local discretion design, this will occur with the service plan monitor or at the first agency that the job, education, and/or training seeker contacts.
III.B	**Schedule Appointments**	D	The system should be able to automatically schedule meetings and appointments, conference room reservations, and other specific activities, based on predefined rules.
III.B.1	Maintain Intake / Duty Schedule	D	The system should be capable of managing Intake and Duty schedules for Worknet Representatives. Duty schedules consist of defined activities (e.g., follow-up activities, training) which make One-Stop staff unavailable for job, education, and/or training seeker appointments. Each administrative section or specified group of Worknet Representatives within a specific location should be able to specify their daily schedule. Those authorized may make changes to schedules as often as necessary. The duty schedule should update each staff's monthly schedule so the system will not schedule appointments for those days.
III.B.2	Schedule Service Coordinator Appointments	D	The system should be able to schedule One-Stop staff for an appointment with a job, education, and/or training seeker. Appointments may be automatically scheduled based on Representatives availability or manually set by the Representative. Supervisors should be able to view and change schedules. Schedules may be set for individuals or groups.
III.B.3	Schedule Meeting/Training Room and/or Equipment	D	The system should be able to reserve conference and/or training rooms and/or equipment such as overhead projectors.

III.C	**Maintain Service Plan**	M	The system must be capable of allowing updates to Service Plan information based on events that occur. May be used for maintaining reminders, posting critical information to Service Plan notes, or passing along information to other staff regarding the Service Plan. Example Support Services types include: dependent care, transportation, stipends (e.g., cash, school grant), housing/shelter, social services, counseling, tools/equipment, clothing/household goods, food bank, legal advocacy, in-home support services, and medical services
III.C.1	Update Service Plan Status	M	The system must be capable of keeping Service Plan statuses current.
III.C.2	Update Employment Activities	M	The system must be capable of storing job search efforts and outcomes (recognizing that outcomes may not always be known).
III.C.3	Update Training Activities	M	The system must be capable of recording training events and outcomes. Secondary referrals to educational training programs and associated events will be recorded by that One-Stop partner agency on the One-Stop system. Outcomes should be recorded for each of these training programs where outcomes are required, such as certificates, license, degree, non-compliance (based on progress statements).
III.C.4	Update Follow-up Activities	M	The system must be capable of recording the results of follow up activities. Follow-up status types: employed, unemployed, at risk of unemployment, temporarily unemployed, time base change (e.g., moving from part-time to full-time), and temporary employment.
III.C.5	Update Employment Retention Activities	M	The system must be able to record employment retention activities such as training and support services with the distinct purpose of assisting job, education, and/or training seeker with retaining employment
III.C.5	Update Support Activities	M	The system must be able to record Support Service events. Events to be recorded include: “did not show”, “ineligible for services”, “eligible for services and provider name”, and outcome/status. Recording events for external referrals have the option of referring One-Stop agencies.

III.D	**Report Case Management Activities**	M	The system must be capable of producing reports on Case Management Activities.
III.D.1	Generate One-Stop Reports	M	The system must be capable of reporting on services provided by One Stop office or One Stop geographic area. Local office must have flexible reporting tool to craft appropriate local reports based on data available in the local One-Stop system. Example management reports are: referrals, by service, referrals by agency/provider, electronic contacts, job, education, and/or training seeker by geographic area.
III.E	**Share Information Among One-Stop Systems**	M	The system must allow the electronic sharing of job, education, and/or training seeker information with other partner agencies. This function is intended to define standard interfaces between **disparate** One-Stop partner systems.

Appendix C: Technology Requirements

This Appendix contains:

- **The Requirements Matrix chart which provides the technology requirements and descriptions for this process**

California One-Stop
Technology
Requirements Matrix

M = Mandated Requirement
D = Desirable Requirement

II.A.1	Technology - Application	D	The application should be designed to support self-directed client intake, providing simple screens and help that lead the applicant through the intake process
II.A.2	Technology - Application	M	The system must provide a user interface that allows experienced One-Stop staff to quickly enter information
II.A.3	Technology - Application	M	The system must provide on-line help and user guide
II.A.4	Technology - Application	M	In the event of a system error, the system must “trap” programmer type error messages, and instead give the user simple non-technical instructions to follow
II.A.5	Technology-Application	M	There must be an contingency plan in case of system failure.
II.A.6	Technology-Application	D	There should be an emergency backup system within the One-Stop in case of system failure.
II.A.7	Technology - Application	D	If the only way to access a One-Stop service is via computer, then the workstation and programs should be American’s with Disabilities Act (ADA) compliant.
II.A.8	Technology - Application	D	One-Stop applications should incorporate the POSIT principles
II.A.9	Technology - Application	M	One-Stop systems must be Year 2000 compliant

II.A.10	Technology - Application	D	The application should utilize a graphical user interface
II.A.11	Technology - Application	D	The application should support navigation via a mouse or the keyboard
II.A.12	Technology - Application	D	Screens should support both upper and lower case text
II.A.13	Technology - Application	D	The system should perform on-line field validation, e.g. date validation
II.A.14	Technology - Application	D	The system should support cut, copy, and paste operations to minimize the re-typing of duplicate data
II.A.15	Technology - Application	D	The system should relieve the applicant of as many data entry tasks as possible through the use of drop-down or pop-up menus
II.A.16	Technology - Application	D	The system should provide optical scanners for the electronic storage of certification documents
II.A.17	Technology - Application	D	The system should be able to enforce a user-access time limit
II.A.18	Technology - Application	D	The system should include the capability to fax forms directly from the user interface This capability should be controllable by user access level
II.B.1	Technology - Architecture	M	The system must be developed in non-proprietary systems environment with the ability to use multiple vendors' products currently and in future upgrades
II.B.2	Technology - Architecture	M	The system must have the ability to export and import data
II.B.3	Technology - Architecture	M	The system must provide the ability to perform system and data backup operations

II.B.4	Technology - Architecture	M	The system must have a defined and tested disaster recovery procedure
II.B.5	Technology - Architecture	D	A system failure during or after business hours should not result in the loss of non-committed transactional data
II.B.6	Technology - Architecture	M	The system must have concurrent user and transaction capacities
II.B.7	Technology - Architecture	M	Relational database technology must be ANSI SQL compliant
II.B.8	Technology - Architecture	M	One-Stop systems must be modular, scaleable, easy to use, and easy to maintain.
II.C.1	Technology - Connectivity	M	Connections with off-site partners must be secure and include a user authentication process
II.D.1	Technology - Security	M	One-Stop systems must support multiple levels of security access (network, application, and data)
II.D.2	Technology - Security	D	The system should log all system log-ins, including "guest" log-ins to a security log
II.E.1	Technology - Admin	D	The system should support the maintenance of security levels and roles, and data codes through a non-technical "administration" interface
II.E.2	Technology - Admin	D	The system should create an audit trail of changes made to the system through the "administration" interface
II.E.3	Technology - Admin	D	A daily audit log of update and/or delete transactions should be reportable from the "administration" interface
II.E.4	Technology - Admin	D	The system should allow the user-access time-limit to be changed by non-technical personnel through the "administration" interface

II.E.5	Technology - Admin	D	The system should allow for non-technical personnel to adjust the maximum time period an inactive record remains in the system before it is purged (archived)
II.E.6	Technology - Admin	M	The system must have the ability to archive and purge inactive records/data
II.E.6	Technology - Admin	D	The system should be capable of automatically purging and archiving records that are inactive for the specified period

Appendix D: Common Intake and Case Management Charters

CASE MANAGEMENT
WORK GROUP CHARTER

Section I – Work Group Description

A. Introduction:

One of the key components for California's Worknet system will be the ability of the One-Stop Center partners to provide case management services for job, education, and training seekers. An important tool in case management is computer software that will allow One-Stop Career Center Partners to track and monitor services that individuals are receiving in an integrated and cooperative business environment.

The implementation grant application, which was submitted to the Department of Labor in August 1996 and approved in November 1996, described how existing case management products would be evaluated and piloted during the first year of the grant period. In future years, activities were identified to implement an automated case management tool statewide based on the outcomes of the pilot.

B. Scope

The Case Management Work group will examine common case management components, determine business and technology needs of a case management system, and identify piloting opportunities to the Electronic One-Stop Steering Committee (EOSSC).

The term "case management" means the provision of a client-centered, approach in the delivery of services designed to:

1. Prepare and coordinate comprehensive employment plans for participants to ensure access to the necessary One-Stop services.
2. Track employment and training services and outcomes.

3. Share case management information between One-Stop partners (within and/or between One-Stop Centers).

C. Objectives

The Case Management Work group scope will meet the following objectives:

1. Allow the State and local entities to begin case management software investment by June 1997.
2. Provide guidance to all One-Stop Centers pursuing case management tools.
3. Be able to evaluate case management pilots that could be expanded statewide.

D. Deliverables

The Case Management Work group will submit to the EOSSC the following products for their approval:

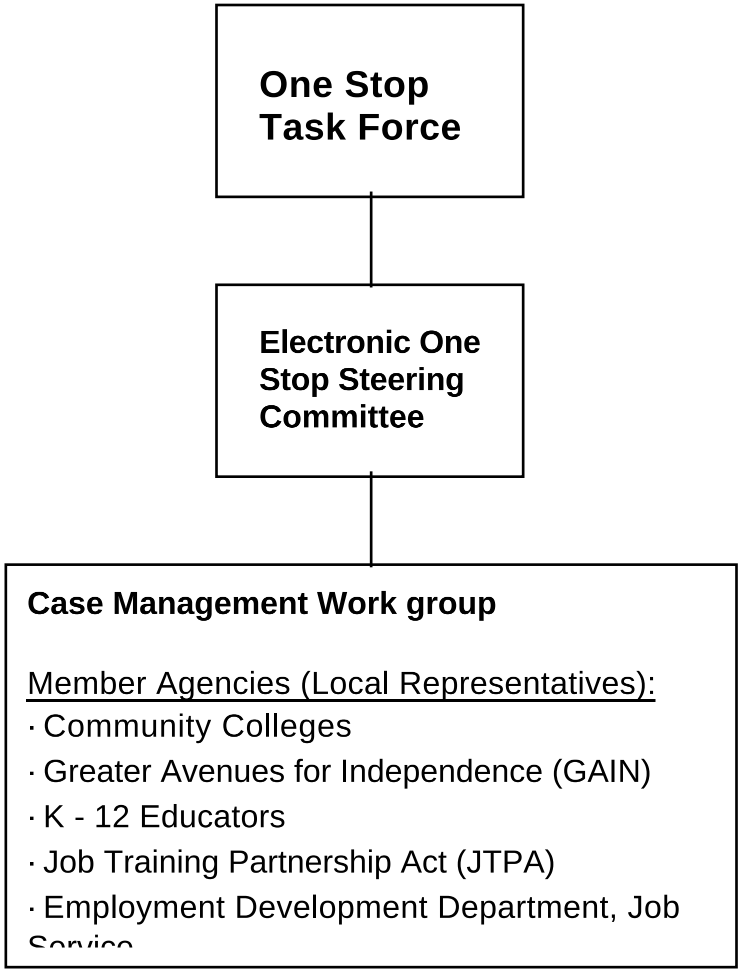
1. Monthly status reports consisting of:
   - Activities accomplished
   - Activities in progress
   - Issues requiring resolution

2. A Final Report consisting of:
   - High Level description of the One-Stop case management components
   - Business requirements of the One-Stop case management system
   - Information technology requirements necessary to successfully operate a common case management system

3. A Presentation of the Final Report to the EOSSC

Section II -- Work group Management

A. Work group



B. Work group Management

The Work group Facilitator is responsible for:

- Ensuring objectives are met.
- Ensuring deliverables are completed.

- Reporting Work group status to the EOSSC.
- Elevating issues that cannot be resolved by the Work group to the EOSSC.
- Scheduling Work group meetings and providing the necessary agenda and structure.
- Facilitating or assigning facilitation of working session of Work group meetings.

The Work group members are responsible for:

- Representing their respective agency.
- Gathering input from their peer agencies.
- Attending scheduled Work group meetings.
- Participating in Work group meetings and assignments.
- Ensuring the Work group meets all deliverable dates.
- Ensuring deliverables are completed.

Section III -- Work group Structure

A. Work group Schedule

Milestone	Completion Date
Work group Members Identified	February 1997
Work group meetings	February - June 1997
Complete final report	June 1997
Present final report to EOSSC	June 1997
Present recommendations to One-Stop Task Force	June 1997

B. Approval Process

The EOSSC must approve any change(s) in scope or schedule.

The Case Management Work group will present a final report to the EOSSC for final acceptance. The EOSSC may choose to modify the recommendations before the final recommendations are presented to the One-Stop Task Force for approval.

C. Issue Resolution Process

The Case Management Work group Facilitator will raise issues to the Chair of the EOSSC for resolution or presentation to the EOSSC.

D. Case Management Work group Charter Acceptance

______________________________ ______________

Case Management Work group Facilitator **Date**

______________________________ ______________

Electronic One-Stop Steering Committee Chair **Date**

______________________________ ______________

One-Stop Task Force Chair **Date**

COMMON INTAKE
WORK GROUP CHARTER

Section I - Work group Description

A. Introduction:

One of the key components for California's Worknet system will be the ability of the One-Stop Centers to utilize a common intake system that allows the job education/training seekers to provide information about themselves, which can be shared by the One-stop partners. An important tool in common intake will be computer software that will allow for the collection, capture, and sharing of this information between the One-Stop partners.

In California's 1996/97 One-Stop Implementation Grant, activities were identified and funding established to pilot common intake system/s in the first year of the grant. In future years, activities were identified to implement Common Intake statewide based on the outcomes of the pilots.

B. Scope

The Common Intake Work group will examine the common One-Stop intake components, determine business and technology needs of a common intake system, and identify piloting opportunities to the Electronic One-Stop Steering Committee (EOSSC).

The common intake process begins when a One-Stop customer is determined to need intensive services (above and beyond universally available information and services) and ends when the necessary eligibility and demographic information has been collected to initiate a case record for that customer. The scope includes program specific demographic and eligibility data for all participating partners in the local one-stop systems, including information necessary to report an individual for inclusion in the State's future "Job Training Report Card" system authorized by Senate Bill 645.

C. Objectives

The Common Intake Work group will meet the following objectives:

1. Allow the State and local entities to begin common intake software investment by June 1997.
2. Provide guidance to all One-Stop Centers pursuing common intake tools.
3. Be able to evaluate common intake pilots that could be expanded statewide.

D. Deliverables

The Common Intake Work group will submit to the EOSSC the following products for their approval:

1. Monthly status reports consisting of:
   - Activities accomplished
   - Activities in progress
   - Issues requiring resolution

2. Final Report consisting of:
   - High Level description of the One-Stop common intake components
   - Business requirements of the One-Stop common intake system
   - Information technology requirements necessary to successfully operate a common intake system

3. Presentation of the final report to the EOSSC

Section II - Work group Management

A. Work group

One Stop Task Force

Electronic One Stop Steering Committee

Common Intake Workgroup

<u>Member Agencies (Local Representatives):</u>

- Community Colleges
- Greater Avenues for Independence (GAIN)
- K - 12 Educators
- Job Training Partnership Act (JTPA)
- Employment Development Department, Job Service

B. Work group Management

The Work group Facilitator is responsible for:

- Ensuring objectives are met.
- Ensuring deliverables are completed.
- Reporting Work group status to EOSSC.
- Elevating issues that cannot be resolved by the Work group to the EOSSC
- Scheduling Work group meetings and providing the necessary agenda and structure.
- Facilitating or assigning facilitation of working session of Work group meetings.

The Work group members are responsible for:

- Representing their respective agency.
- Gathering input from their peer agencies.
- Attending scheduled Work group meetings.
- Participating in Work group meetings and assignments.
- Ensuring the Work group meets all deliverable dates.
- Ensuring deliverables are completed.

Section III - Work group Structure

A. Work group Schedule

Milestone	**Completion Date**
Work group members identified	February 1997
Work group meetings	February - June 1997
Complete final report	June 1997
Present final report to EOSSC	June 1997
Present recommendations to One-Stop Task Force	June 1997

B. Approval Process

The EOSSC must approve any change(s) in scope or schedule.

The Common Intake Work group will present their final report to the EOSSC for final acceptance. The EOSSC may choose to modify the recommendations before the final recommendations are presented to the One-Stop Task Force for approval.

C. Issue Resolution Process

The Common Intake Work group Facilitator will raise issues to the Chair of the EOSSC for resolution or presentation to the EOSSC.

D. Common Intake Work group Charter Acceptance

______________________________________ ________________

Common Intake Work group Facilitator **Date**

______________________________________ ________________

Electronic One-Stop Steering Committee Chair **Date**

______________________________________ ________________

One-Stop Task Force Chair **Date**